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EXECUTIVE COMMITTEE QUARTERLY ACCOMPLISHMENT REPORT June 2011

This report highlights Department of Employee Trust Funds (ETF) accomplishments that occurred from April through June 2011. These accomplishments are indicators of progress toward achieving the objectives identified in ETF's 2010-2015 strategic business plan.

OFFER SELF-SERVICE TOOLS FOR MEMBERS AND EMPLOYERS

- Continued communicating with Wisconsin Retirement System (WRS) members, employers and other interested parties on key issues related to proposed changes brought about by Act 10 and the 2011-2013 biennial budget. These included frequent updates on the Department's Internet site and at public presentations, using clear, consistent and uniform messages.
- Completed the revision of the Retirement Estimates Packet, which increased the usability of the materials and saved the Department resources by reducing staff time in compiling the materials and decreasing postage costs. These projects included development of several new web pages and the new *How to Retire* brochure.
- Permanently expanded the operating hours of Contact Management (Call Center) to 7:00 a.m. to 5:00 p.m.
- Completed a new application to validate addresses at the point of entry as the first example of the use of *Service Oriented Architecture* (SOA) principles – a project that is in line with ETF's new software architecture strategy.
- Drafted accessibility and usability standards – guidelines that will help in the redesign of ETF's external website and new member/employer self-service applications. Accessibility enhancements will help ensure that people with disabilities have equal access to ETF's online services. Usability enhancements will help people using ETF's website to quickly find the information they need, when they need it, and presented in a way that is easy to follow and understand.
- Completed a project that provides internal staff with e-mail encryption capabilities. The project will serve as a pilot for internal staff and implemented department wide after successful completion of the pilot.

Reviewed and approved by Shawn Smith, Office of Communications and Legislation.

Shawn Smith 6/9/11
Signature Date

Board	Mtg Date	Item #
EXC	6.23.11	3A

- Created six online employer pre-reconciliation reports, providing employers with easy access to pre-reconciliation information. Making these available online will result in an annual cost reduction of approximately $2,300 and the elimination of approximately 100 hours of staff time previously needed to complete the paper-based process.

EXPAND OUTREACH TO MEMBERS AND EMPLOYERS

- Published an informational fact sheet for state employees on the topic of rolling sabbatical leave into the Wisconsin Deferred Compensation Program (WDC).
- Conducted more than 20 "Fact or Fiction" workshops at various state agencies to help educate employees about WDC accounts, particularly in the event of early retirement. Nearly 600 employees attended the presentations.
- Conducted an outreach presentation on post-retirement health insurance for a large group of University of Wisconsin retirees.
- Revised and streamlined the Separation Benefit application packet to include only brochures most pertinent to the majority of applicants. Information on where to find further detail about less common eligibility topics, such as military service credit, is also included. These changes significantly reduced mailing costs and made the informational materials easier to read and understand.
- Expanded functionality of *ETF E-mail Updates* to include a subscription service for board meeting agendas and materials.
- Completed a pilot to directly mail the annual *Statement of Benefits* to employees of 84 employers (39 local, 45 state agencies), using employee home addresses. A total of 46,319 statements were mailed.
- Updated *Statement of Benefits* data feed to the University of Wisconsin System (UW), allowing the data to display directly in the UW's new human resources system portal for employees.
- Implemented an interface allowing the UW to report employees with prior WRS service to its new human resources portal. This data will be used to determine eligibility for various benefit programs.
- Completed development of interfaces between the UW's new portal and ETF systems to allow for electronic submission of enrollment and change applications for Income Continuation Insurance and Group Life Insurance, and electronic submission of health insurance changes, directly into myETF Benefits. These interfaces will eventually be available to all WRS employers.
- Increased the number of group appointments in the Madison office to 128; served 1,400 members.
- Completed the addition of 20 Contact Center Anywhere (CCA) licenses for the Call Center and Employer Communications line to address problems of call volumes (reduce busy signals) and increase capacity for incoming call interactions, call flow, and statistical gathering.

- Conducted 76 group retirement appointments throughout the state, serving 1,200 members – about a 10% increase over the previous quarter.
- Conducted 128 group appointments in the Madison office, reaching 1,400 members – about a 27% increase over the previous quarter.
- Launched the Department's first small group retirement appointment conducted via webinar.
- Completed the spring 2011 WRS Employer Conference training schedule, which encompassed 20 comprehensive, full-day workshops in 12 cities across the state. Also conducted 21 training sessions via webinar.

STRENGTHEN INTERNAL WORKFORCE TRAINING PROGRAM

- Hired a consultant to document the Enterprise Information Model and associated high-level information flows as input for the Data Governance and Data Privacy Program project.
- Hired a consultant to develop the policy, standards, metrics and framework to implement the Data Governance and Data Privacy Program.
- Developed the overall framework and six project phases for managing projects at ETF.
- Trained staff on the new overpayment recovery policy.
- Hired a trainer in the Contact Management Section (Call Center) who can readily meet the unit's specialized training needs.
- Finalized and communicated to staff four objectives that support two of ETF's strategic priorities: *strengthen internal workforce training programs* and *maintain a highly skilled and knowledgeable workforce*. The objectives are to: (1) Create and implement a structured, department-wide training model; (2) Establish an interdivisional training council; (3) Develop and implement an integrated process for individual development and training; and (4) Develop and implement a collective and systematic knowledge management program.
- Developed and implemented a new training program series to strengthen internal coordination efforts in support of the Department's strategic priorities. The title of the program is *"Working with the …"*, and its goal is to bring together a cross-section of departmental staff which will: (1) contribute ideas that will result in closer coordination and alignment of efforts between ETF divisions and offices, and (2) facilitate the reduction of organizational silos that present barriers to effective coordination. The Division of Management Services was the first business area to participate in this series (*Working with the Division of Management Services*).
- Hosted a State of Wisconsin Investment Board (SWIB) training session on how SWIB's investment processes relate to the responsibilities of ETF.
- Conducted a training session for ETF employees on WRS benefits. Topics included retirement, separation and survivor benefits, and life and health insurance.
- Conducted *Writers' Workshop* classes to help employees enhance their general and technical writing skills.

- Conducted a *Training Skills for Non-Trainers* training session to help employees develop and enhance their skills in developing and presenting training sessions to others.
- Hosted an *Organizing for Efficiency* training program to offer participants concepts and strategies for getting their "ducks in a row" to reduce stress and increase productivity at work.
- Hosted an *Overcoming Negativity in the Workplace* training program to help participants learn skills and techniques to improve attitudes, reduce complaints and gripes, and build a more positive workplace.
- Hosted the following audio conferences and/or webinars: *Creative Team Building* and *Project Management.*
- Hosted a variety of "lunch and learn" sessions on the following topics: disability awareness (Madison Spinal Cord Injury Group), ride sharing (City of Madison Rideshare Program), financial planning (Summit Credit Union), and stress management (Employee Assistance Program).
- Updated the ETF Training Evaluation form to provide more relevant feedback on the results of the Department's training efforts.
- Delivered training to all Application Development Bureau staff on Service Oriented Architecture-Software Principles and Practices.
- Developed and conducted several sessions on "How to Speak Project," a project management overview training and "How to Successfully Launch a Project," a concept phase training for all ETF employees.
- Conducted high-level training sessions on ETF's Interactive Voice Response (IVR) and Contact Center Anywhere (CCA) applications for employees in the newly-created Telecom work group.

GOVERNANCE

- Completed the focus group and survey phases of a joint project to study the patterns of saving and investment choices among working women. The project is designed to evaluate how to increase the retirement savings of women and is funded by a grant from the Social Security Administration's Financial Literacy Research Consortium.
- Provided the Wisconsin Deferred Compensation Board a governance manual and a reference manual.
- Issued a Request for Bids (RFB) for administrative services agreement compliance audits of the company administering the Wisconsin Deferred Compensation (WDC) Program. The Deferred Compensation Board will use the results of this process to award a contract for administrative services agreement compliance audits of the WDC for calendar years 2011, 2013 and 2015.
- Conducted a dependent eligibility verification review of a random sample of dependents to gain a reasonable assessment of whether ineligible dependents are a risk to the state and local health insurance programs.

- Completed a review of the process and accuracy of adjustments to annuitant accounts and annuity payments resulting from the annual annuity adjustments.
- Published a detailed booklet on the Department's 2010-2015 Strategic Plan.
- Created health plan extracts for health plans associated with the Early Retirement Reimbursement Program (ERRP). This federal program provides reimbursement to group health insurance programs for medical and pharmacy claims incurred by certain eligible early retirees and their dependents.
- Created new electronic *W-2* forms and developed an automated process to extract information from the Lump Sum Payment System (LSPS) and use it to fill-in the *W-2s* for participants who had imputed income and received a payment through the LSPS.

MISCELLANEOUS

- Set new records for entering "new annuitants" on the payroll: In April, 730 new annuities were started; in May, 663; in June, more than 4,300.
- Made great strides in processing an extraordinarily large volume of retirement estimate requests and beneficiary designation changes to the point that turnaround time for these services was within one week or less by the end of the quarter.
- Published an informative edition of *WRS News,* despite the fact that a court injunction preventing implementation of 2011 Special Session Act 10, which was the key focus of many articles, could have been lifted at any moment.
- Provided prompt, customized information and service to a record number of media contacts – state, local and national – who flooded the Department with requests in the wake of Act 10 and the governor's biennial budget proposal.
- Implemented website tracking, monitoring and statistics reporting for website usage to guide decision-making on changes and redesign efforts.
- Installed and trained staff on a distributed job scheduling package, which will reduce the risk of incorrect processing for complex processes that involve multiple computers within the ETF network.
- Addressed record-setting workloads through concentrated workload management, cross-training and redistribution of staff, and the use of overtime funding.
- Completed the implementation of a Microsoft SQL Server 2008 database system, a move that consolidated multiple systems into one centrally-managed system. This relational enterprise database system will be ETF's standard for all existing and new non-mainframe DB2 systems.